

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al. Art Unit : 2174
Serial No. : 10/804,320 Examiner : Boris M. Pesin
Filed : March 18, 2004 Conf. No. : 7310
Title : CUSTOMIZATION OF AN INTERACTION CENTER MANAGER'S
GRAPHICAL DASHBOARD

Mail Stop Amendment

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT IN REPLY TO ACTION OF JUNE 24, 2008

Please amend the above-identified application as follows:

Amendments to the claims begin on page 2.

Remarks begin on page 7.

CERTIFICATE OF MAILING BY EFS-WEB FILING

I hereby certify that this paper was filed with the United States Patent and Trademark Office using the EFS -WEB system on this date: October 20, 2008